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Cable & Communications Corporation, d.b.a.

**Mid-Rivers**

W I R E L E S S

P.O. Box 280 • 904 C Avenue

Circle, Montana 59215

(406) 485-3301 • Fax: (406) 485-2924

[www.midrivers.com](http://www.midrivers.com)

June 26, 2012

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, D.C. 20554

Ms. Karen Majcher  
Vice President – High Cost Low Income Division  
Universal Service Administrative Company  
2000 L Street NW, Suite 200  
Washington, D.C. 20036

RE: WC Docket No. 10-90: Annual Reporting Requirements for High-Cost Recipients §54.313 (a)(2) through (a)(6) and (h)

Pursuant to Section 54.313(a)(2) through (a)(6) and (h) of the Federal Communications Commission's rules, enclosed are the 2012 annual reporting requirements and certifications for Cable & Communications Corporation (C&CC) d.b.a. Mid-Rivers Cellular, Study Area Code 489005. Mid-Rivers Cellular is a state-designated ETC, and as such, is submitting to the Commission relevant information from reports it files with its state commission for §54.313(a)(3) through (a)(6) and (h).

Should you have any questions, please contact me via email at [mrtc@midrivers.coop](mailto:mrtc@midrivers.coop) or by phone at (406) 485-3301.

Sincerely,



Bill Wade  
General Manager

Enclosures

cc: Montana Public Service Commission

**Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6) for voice service & §54.313(h)**

**WC Docket No. 10-90**

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**§ 54.313(a)(2) – Outage reporting**

☒ My company was not required to collect this information in 2011.

☐ My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

**§ 54.313(a)(3) – Unfulfilled service requests**

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

**§ 54.313(a)(4) – Customer complaints per 1000 connections**

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

**§ 54.313(a)(5) – Service quality standards and consumer protection rules**

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

**§ 54.313(a)(6) – Ability to function in emergency situations**

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

**§ 54.313(h) – Additional Voice Rate Data**

I certify that as of June 1, 2012, the reporting carrier did not have any rates for residential local service, as well as state fees as defined pursuant to §54.318(e), that are below the local urban rate floor as defined in §54.318.

I am authorized to make this certification on behalf of **Cable & Communications Corporation (C&CC) d/b/a/ Mid-Rivers Cellular**, and, to the best of my knowledge the information reported on this form is accurate. This certification is for study area **489005** in the **State of Montana**.

Signed,



[Signature of Corporate Officer]

DATE: June 26, 2012

Mark Robbins

[Printed Name of Corporate Officer]

President

[Title of Corporate Officer]

**Cable & Communications Corporation (C&CC) d/b/a/ Mid-Rivers Cellular**  
904 C Avenue, Circle, MT 59215  
(406) 485-3301

## **TWENTY-THIRD QUARTERLY REPORT**

- I. Unsatisfied Requests – December 16, 2010, through March 15, 2011:
  - a. By location in each of the two study areas:
    - i. Mid-Rivers Study Area: zero (0).
    - ii. Range Study Area: zero (0).
  - b. Detailed description of why customer requests for service could not be satisfied:  
there were no unsatisfied requests.
  
- II. Customer Complaints – December 16, 2010, through March 15, 2011:
  - a. Number and nature of complaints: see Attachment A hereto.
  - b. Remedy employed to address complaints: see Attachment A hereto.
  - c. Location of complaints by Study Area:
    - i. Mid-Rivers: see Attachment A hereto.
    - ii. Range: see Attachment A hereto.
  - d. Number of repeat complaints: see Attachment A hereto.

## **TWENTY-FOURTH QUARTERLY REPORT**

- I. Unsatisfied Requests – March 16 through June 15, 2011:
  - a. By location in each of the two study areas:
    - i. Mid-Rivers Study Area: zero (0).
    - ii. Range Study Area: zero (0).
  - b. Detailed description of why customer requests for service could not be satisfied:  
there were no unsatisfied requests.
  
- II. Customer Complaints – March 16 through June 15, 2011:
  - a. Number and nature of complaints: see Attachment A hereto.
  - b. Remedy employed to address complaints: see Attachment A hereto.
  - c. Location of complaints by Study Area:
    - i. Mid-Rivers: see Attachment A hereto.
    - ii. Range: see Attachment A hereto.
  - d. Number of repeat complaints: see Attachment A hereto.

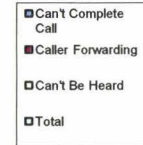
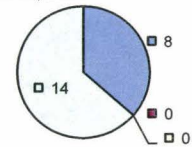
ATTACHMENT A

# WIRELESS ETC TROUBLE REPORT

## Cellular Troubles Cleared 03/16/11 - 06/15/11

Record of Complaint	Can't Send or Receive Texts	3
(Trouble Category)	Voicemail	3
	Can't Complete Call	8
	Caller Forwarding	0
	Can't Be Heard	0
	<b>Total</b>	<b>14</b>

Wireless Troubles Mar. 16 - June. 15, 2011



Nature of the Complaint:	Study Area	Date	Remedy for Complaint or Trouble	Location of Trouble
Can't Complete Call	(406) 913	4/19/2011	Repaired equipment that provides service to customer.	1600 3rd St W #13; Roundup, MT 59072
Voicemail Issues	(406) 913	4/9/2011	No Trouble Found.	1600 3rd St W #13; Roundup, MT 59072
Can't Complete Call	(406) 928	5/16/2011	Repaired equipment that provides service to customer.	48108 US Highway 19; Grass Range, MT 59032
Can't Complete Call	(406) 935	6/12/2011	OK on Test.	HC 71 Box 1104; Ashland, MT 59003
Voicemail Issues	(406) 951	4/8/2011	Repaired equipment that provides service to customer.	P.O. Box 66; Miles City, MT 59301
Voicemail Issues	(406) 954	5/13/2011	OK on Test.	P.O. Box 142; Roy, MT 59471
Can't Send or Receive Texts	(406) 954	4/8/2011	Connecting Company Issue.	P.O. Box 485; Malta, MT 59538
Can't Complete Call	(406) 971	4/18/2011	OK on Test.	921 Cap Rock Rd; Baker, MT 59313
Can't Send or Receive Texts	(406) 974	5/24/2011	Repaired equipment that provides service to customer.	P.O. Box 104; Circle, MT 59215
Can't Complete Call	(406) 974	5/6/2011	Repaired equipment that provides service to customer.	P.O. Box 513; Circle, MT 59215
Can't Complete Call	(406) 975	5/25/2011	Repaired equipment that provides service to customer.	P.O. Box 318; Ekalaka, MT 59324
Can't Complete Call	(406) 979	6/8/2011	Repaired equipment that provides service to customer.	P.O. Box 234; Richey, MT 59259
Can't Complete Call	(406) 979	5/17/2011	OK on Test.	431 Road 518; Bloomfield, MT 59315
Can't Send or Receive Texts	(406) 979	4/8/2011	Connecting Company Issue.	225 Johnson St; Wolf Point, MT 59201

\* Repeat Troubles

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## **TWENTY-FIFTH QUARTERLY REPORT**

- I. Unsatisfied Requests – June 16, 2011, through September 15, 2011:
  - a. By location in each of the two study areas:
    - i. Mid-Rivers Study Area: zero (0).
    - ii. Range Study Area: zero (0).
  - b. Detailed description of why customer requests for service could not be satisfied:  
there were no unsatisfied requests.
  
- II. Customer Complaints – June 16, 2011, through September 15, 2011:
  - a. Number and nature of complaints: see Attachment A hereto.
  - b. Remedy employed to address complaints: see Attachment A hereto.
  - c. Location of complaints by Study Area:
    - i. Mid-Rivers: see Attachment A hereto.
    - ii. Range: see Attachment A hereto.

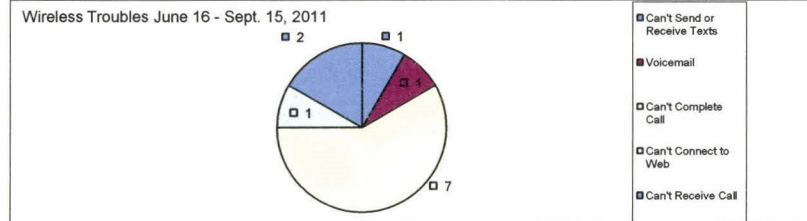
Number of repeat complaints: see Attachment A hereto.

ATTACHMENT A

**Cellular Troubles Cleared 06/16/11 - 09/15/11**

Record of Complaint	Can't Send or Receive Texts	1
(Trouble Category)	Voicemail	1
	Can't Complete Call	7
	Can't Connect to Web	1
	Can't Receive Call	2
	<b>Total</b>	<b>12</b>

**WIRELESS ETC TROUBLE REPORT**



Nature of the Complaint:	Study Area	Date	Remedy for Complaint or Trouble	Location of Trouble
Can't Complete Call	(406) 913	7/18/2011	OK on Test.	1124 2ND ST W; Roundup, MT 59072
Can't Complete Call	(406) 928	8/29/2011	Repaired equipment that provides service to customer.	P.O. Box 206; Winnett, MT 59087
Voicemail Issues	(406) 928	7/25/2011	No Trouble Found.	P.O. Box 206; Winnett, MT 59087
Can't Complete Call	(406) 935	6/26/2011	Repaired equipment that provides service to customer.	P.O. Box 36; Boyes, MT 59316
Can't Receive Call	(406) 954	9/12/2011	No Trouble Found.	P.O. Box 485; Malta, MT 59538
Can't Complete Call	(406) 973	6/24/2011	No Trouble Found.	P.O. Box 145; Hysham, MT 59038
Can't Send or Receive Texts	(406) 975	8/24/2011	Repaired equipment that provides service to customer.	P.O. Box 125; Ekalaka, MT 59324
Can't Complete Call	(406) 975	6/30/2011	Repaired equipment that provides service to customer.	P.O. Box 421; Ekalaka, MT 59324
Can't Complete Call	(406) 978	7/19/2011	Repaired equipment that provides service to customer.	P.O. Box 1093; Baker, MT 59313
Can't Receive Call	(406) 978	7/15/2011	Repaired equipment that provides service to customer.	P.O. Box 56; Baker, MT 59313
Can't Connect to Web	(406) 979	8/11/2011	Repaired equipment that provides service to customer.	P.O. Box 173; Richey, MT 59259
Can't Complete Call	(406) 979	7/20/2011	OK on Test.	P.O. Box 41 Richey, MT 59259

\* Repeat Troubles 0



## **TWENTY-SIXTH QUARTERLY REPORT**

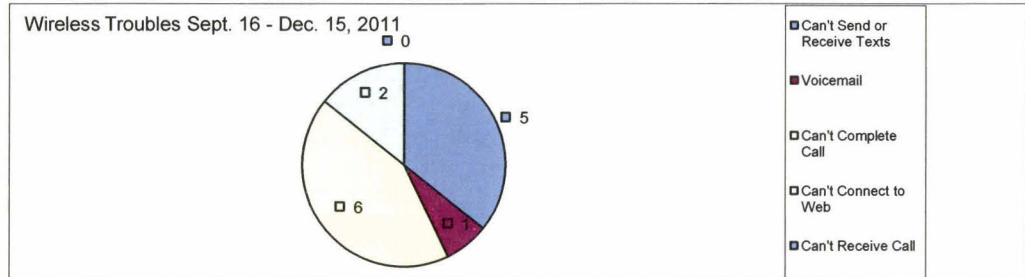
- I. Unsatisfied Requests – September 16 through December 15, 2011:
  - a. By location in each of the two study areas:
    - i. Mid-Rivers Study Area: zero (0).
    - ii. Range Study Area: zero (0).
  - b. Detailed description of why customer requests for service could not be satisfied:  
there were no unsatisfied requests.
  
- II. Customer Complaints – September 16 through December 15, 2011:
  - a. Number and nature of complaints: see Attachment A hereto.
  - b. Remedy employed to address complaints: see Attachment A hereto.
  - c. Location of complaints by Study Area:
    - i. Mid-Rivers: see Attachment A hereto.
    - ii. Range: see Attachment A hereto.
  - d. Number of repeat complaints: see Attachment A hereto.

# ATTACHMENT A

## WIRELESS ETC TROUBLE REPORT

### Cellular Troubles Cleared 09/16/11 - 12/15/11

Record of Complaint	Can't Send or Receive Texts	5
(Trouble Category)	Voicemail	1
	Can't Complete Call	6
	Can't Connect to Web	2
	Can't Receive Call	0
	<b>Total</b>	<b>14</b>



Nature of the Complaint:	Study Area	Date	Remedy for Complaint or Trouble	Location of Trouble
Can't Connect to Web	(406) 913	10/4/2011	Repaired equipment that provides service to customer.	303 6th St W; Roundup; MT 59072
Can't Send or Receive Texts	(406) 914	11/14/2011	Connecting Company Trouble.	P.O. Box 1391; Sidney, MT 59270
Can't Complete Call	(406) 928	11/23/2011	OK on Test.	P.O. Box 194; Winnett, MT 59087
Can't Complete Call	(406) 928	11/3/2011	No Trouble Found.	P.O. Box 194; Winnett, MT 59087
Can't Complete Call	(406) 934	10/13/2011	Connecting Company Trouble.	28 N Montana Ave; Miles City, MT 59301
Voicemail Issues	(406) 935	9/20/2011	No Trouble Found.	P.O. Box 549; Broadus, MT 59317
Can't Connect to Web	(406) 935	11/4/2011	No Trouble Found.	P.O. Box 110; Boyes, MT 59316
Can't Send or Receive Texts	(406) 954	12/3/2011	Connecting Company Trouble.	P.O. Box 195; Roy, MT 59471
Can't Complete Call	(406) 977	10/20/2011	Repaired equipment that provides service to customer.	P.O. Box 116; Cohagen, MT 59322
Can't Complete Call	(406) 977	10/11/2011	Connecting Company Trouble.	P.O. Box 256; Jordan, MT 59337
Can't Send or Receive Texts	(406) 978	11/14/2011	Connecting Company Trouble.	P.O. Box 895; Baker, MT 59313
Can't Send or Receive Texts	(406) 978	12/2/2011	Connecting Company Trouble.	P.O. Box 132; Baker, MT 59313
Can't Send or Receive Texts	(406) 978	10/6/2011	OK on Test.	P.O. Box 1265; Baker, MT 59313
Can't Complete Call	(406) 979	10/1/2011	OK on Test.	P.O. Box 237; Richey, MT 59259

\* Repeat Troubles

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